



## MEMORANDUM



**DATE:** September 26, 2003

**TO:** ALL DEPARTMENT TRAINING OFFICERS

**FROM:** Evelyn Hemenover  
Chief, Training Division  
(916) 445-5121, fax (916) 324-4050

**SUBJECT:** Minutes of the Quarterly Department Training Officer Meeting – 09/17/03

The quarterly Department Training Officer meeting was held on September 17, 2003 from 9:00 a.m. to 11:30 a.m. at Department of Social Services' Training Facility, at 815 S Street, Sacramento, California. The meeting was immediately followed by a video showcase sponsored by the State Library from 11:30 a.m. to 12:30 p.m.

**I. WELCOME AND AGENDA OVERVIEW (9:00 – 9:10 a.m.)**

Evelyn Hemenover welcomed the attendees and went over the agenda. Evelyn introduced Pam Burke, Training Manager, Department of Social Services, and thanked her for hosting the meeting. Pam went over some housekeeping rules and briefly discussed the uncertain fate of their Training Facility.

**II. TRAINING DIVISION BUSINESS (9:10 – 9:20 a.m.)**

Tracey James, Training Officer for the STC, talked about the **IMPROVED** Management Certificate Program (MCP). The Program has been improved as a result of post interviews of MCP alumni, CSUS faculty and a focus group consisting of training officers and managers. The curriculum has been strengthened to include an overview of the program, its goals and cohesion (link) between classes. New subject matters being incorporated are: Budget, Computer Technology and Control Agencies. The first track begins November 5, 2003, so enroll early! For more information, contact Tracey James at [traceyjames@dpa.ca.gov](mailto:traceyjames@dpa.ca.gov).

Susan Coats, STC Training Officer, reiterated her request for samples of typical training request challenges to include as exercises in the Training Orientation class (course #901). Susan had sent out an e-mail to all the DTO's earlier this summer and had received a few suggestions, but they were mostly training management challenges that were much too complex for our purposes in this training class. An example of the type of scenario we are looking for: training requests that require consideration of several different sources in order to determine how to categorize the training, which then determine how the training can be reimbursed. If you have some examples of challenging training situations that would be typical for a Training Coordinator, please e-mail Susan at [susancoats@dpa.ca.gov](mailto:susancoats@dpa.ca.gov).

George Steinert, STC Training Manager, discussed the new look of our website. We have minimized the number of mouse clicks necessary to view the most requested pages and we now have pictures and bios for most of our instructors on the class descriptions. George also discussed the change to Government Code 19995.4 (requiring supervisory training) which adds a requirement for training on Employment

Disability Law. For more information about this new requirement, contact Mike Paravagna, Department of Rehabilitation at (916) 263-8663, or [mparavag@dor.ca.gov](mailto:mparavag@dor.ca.gov).

**III. CONTENT SESSION – STRESS MANAGEMENT TECHNIQUES – Katrina Kennedy (9:20 – 10:30 a.m.)**

Katrina's presentation covered the following objectives:

- What causes you stress
- What can you do to minimize your stressors – the 3A's
- Developing coping resources
  1. Relationship
  2. Personal
  3. Training Professional

Katrina conducted an exercise which resulted in sharing strategies on the best and most unique ways to do their job. The list the group came up with is as follows:

Best:

Network (mentioned by four groups)  
Creatively solve problems involving lack of resources  
Let go  
Show enthusiasm  
Borrow  
Plan and prepare well in advance  
Keep a sense of humor  
CA-Trainers listserve

Unique:

Break a CD Rom in front of the audience to get their attention and wake them up  
Rebreak the ice  
Let go  
Planning what you want to do  
Find examples of proven strategies to use in tough financial times, ready to implement  
Relate on a personal level  
Don't take apathy or criticism personally  
Do the research to back your position/suggestion, etc.  
Visualization  
Provide positive and attentive communication to a group

Katrina's Strategies are:

Practice what you provide  
Use existing resources  
Watch your perfection  
Let the trainee do it  
Frame Games – Thiagi  
Ask for help

For more information on Katrina's presentation, you can contact Katrina at [katrina@katrinakennedy.com](mailto:katrina@katrinakennedy.com) or telephone (916) 448-2258.

**IV. ANALYSIS OF TRAINING TECHNIQUES USED DURING THE CONTENT PIECE (10:40 – 11:00 a.m.)**

Pam Burke debriefed Katrina's presentation and discussed the following different techniques used during her presentation:

Opening – Katrina moved back and forth in front of the room and showed a lot of enthusiasm, which engaged the audience and encourage participation.

She further engaged us by asking three questions – How many have taken a Stress Management class? How many have experienced stress? How many would like to have no stress in their lives? These questions also gave Katrina the opportunity to conduct a quick assessment of the experience of the audience.

She had us draw a picture, again asking us to actively participate in the presentation, and then introduced a little discomfort by asking us to move to another chair in the room. She connected the picture we had drawn to the move by asking us what parts of our body were affected by the move, and having us mark those parts on the picture.

At one point, when the projector didn't work, Katrina took that time to tell the story about the zebra and the lion and how they deal with stress.

Katrina gave us a quiz, asking us to stand up if we thought the statement was true, which helped to involve the kinesthetic learners.

Katrina used different tools to help make her points. She started with a flip chart marked with "Today's Path", which listed the objectives. She used PowerPoint for part of the discussion and used the Prescription Jar prop and the signs around the room to break us into small groups. She used the tree root symbol to introduce one concept at a time and an ABC chart that she filled out in front of us. The group activity allowed us to network with people that we hadn't met before, since the groups were selected randomly.

She made the discussion personal by using examples suggested by the audience (the "stupid driver" stressor). She talked about her personal ways to keep things in perspective (the bracelet). She kept our comments on the index cards anonymous by asking the groups to pass them to another group.

In closure, Katrina reviewed the content covered and tied up loose ends. We got to keep the Prescription cards, which gave us something to remember about the presentation.

#### **V. ROUNDTABLE DISCUSSION (11:00 – 11:15 a.m.)**

Susan Coats announced the video showcase immediately following the meeting and thanked Hallmark Inn Suites for sponsoring the lunch served before the showcase. There were no new Training Officers/Coordinators present (or at least no one stood up to introduce themselves).

Jan Spano, from the Department of Aging, discussed their workshops for surplus list staff. It has been extremely helpful to the affected employees. For more information, Jan can be reached at (916) 322-9296. Jan also provided information on Employment Development Department's (EDD) workshops on job hunting, resume writing and other job seeking services. (Note: for information on these programs and services offered through EDD, go to [www.edd.ca.gov/eddjs.htm](http://www.edd.ca.gov/eddjs.htm))

Veda Lewis, from the Department of Transportation, recommended the use of the Managers Pocket Guide to E-Communication, by Laurie Benson. For more information on this, contact Veda at [Vedalewis@dot.ca.gov](mailto:Vedalewis@dot.ca.gov).

Gerry Agerbek, from Forestry, uses the technique of having his class attendees earn their breaks. To reinforce learning, he asks the attendees to give a quickie review of what they have learned.

**The dates for the next DTO meetings are as follows:**

December 16, 2003

March 18, 2004

June 15, 2004

September 14, 2004

December 14, 2004

The meetings are scheduled from 9:00 to 11:30 a.m. and locations may vary, but will be announced on the meeting agenda.

**VI. VIDEO SHOWCASE (11:30 – 12:30 p.m.)**

After enjoying a wonderful lunch catered by LaBou and sponsored by Hallmark Inn Suites, Vera Nicholas and Carolyn Zeitler, from the State Library, showcased the following videos:

- Lessons from Geese
- Village of 100
- Smile
- Who Says We Can't Do It?